

# External Stakeholder Survey

## Reveals Room for Improvement

More than 80 percent of participants in a recent online survey said Caltrans is doing at least a “fair” job in meeting their needs, with 40 percent of those respondents saying Caltrans is doing a “good” to “excellent” job..

But that was just one question. Overall results of the Stakeholder Survey made clear Caltrans has room for improvement in working with its partners.

The October Stakeholders Survey is the first such poll since 2007 and will serve as a baseline against which future opinions can be measured.

The online survey was announced in the previous edition of the Mile Marker and distributed by email to more than 5,000 stakeholders statewide. The 571 respondents included federal and state partners, metropolitan planning organizations, regional transportation planning agencies, local municipalities, tribal governments, contractors and consultants, the general public, media and legislative offices.

Teams that have been tasked with supporting the department’s Organizational Excellence goal will use information gathered from this survey to guide them as they develop the strategies that will improve the quality of Caltrans service to its stakeholders and continue to communicate these efforts.

### The Questions

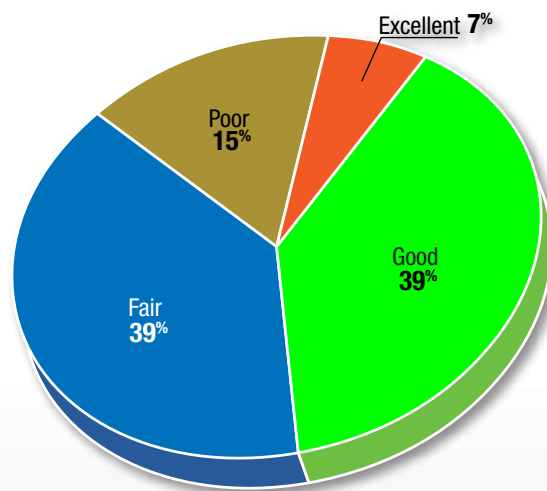
The survey questions were based on Caltrans’ performance measures as outlined in the 2015-2020 Strategic Management Plan, which set several objectives to improve the department’s role as a collaborative partner by providing excellent customer service and open and honest communication.

The data gathered in this survey reflects the diversity of California’s transportation partners in 58 counties, with the majority of respondents being local governments, consultants and contractors, with an equal number of metropolitan planning organizations and regional transportation planning agencies.

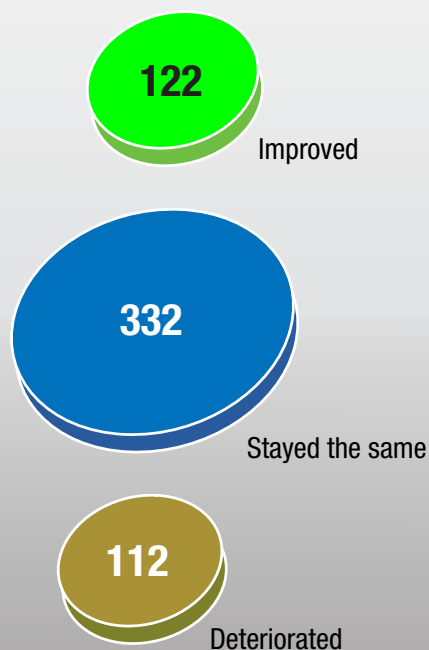
The survey asked eight main questions to gauge perceptions of how well the department is fulfilling its new mission, meeting their needs, performing, communicating, providing complete and accurate information, providing timely responses, and being a collaborative partner. Stakeholders were also asked to rate The Mile Marker and to suggest reforms or efficiencies at Caltrans.

Fulfilling new mission statement (delivered in 2015): Forty-six percent rated the department as excellent or good, 39 percent said fair, and 15 percent said poor.

*Caltrans recently adopted a new Mission Statement: Provide a safe, sustainable, integrated and efficient transportation system to enhance California's economy and livability. How well is Caltrans doing in fulfilling its new mission?*



*How would you rate Caltrans' performance over the past year?*



Meeting stakeholders' needs: 40 percent rated Caltrans as excellent or good, 42 percent as fair, and 18 percent as poor.

Performance in past year: 22 percent of respondents noted improvement, 59 percent said Caltrans stayed the same, and almost 20 percent said performance deteriorated.

Services and deliverables meeting expectations: 48 percent said Caltrans met or exceeded expectations, with almost 40 percent saying Caltrans did not. Another 12 percent said it wasn't applicable to them.

Communication: About 36 percent agreed or strongly agreed that Caltrans had made improvements to its external communications over the past year, while about 40 percent neither agreed nor disagreed and 24 percent disagreed or strongly disagreed.

The Mile Marker performance report: 43 percent of respondents gave favorable scores for the journal's content, readability, transparency, educational value, accountability and interactive content. An equal amount of respondents, 43 percent, were in the middle of the scale for favorable response, and 14 percent were on the lower end of the scale.

Providing complete and accurate information: 37 percent of stakeholders agreed, or strongly agreed, that Caltrans meets this objective. About 30 percent of respondents were neutral in their response and about 33 percent either disagreed or strongly disagreed.

Timely responses: When asked about Caltrans' staff providing timely responses over the past year, 38 percent agreed or strongly agreed, about 23 percent were neutral and 39 percent disagreed or strongly disagreed.

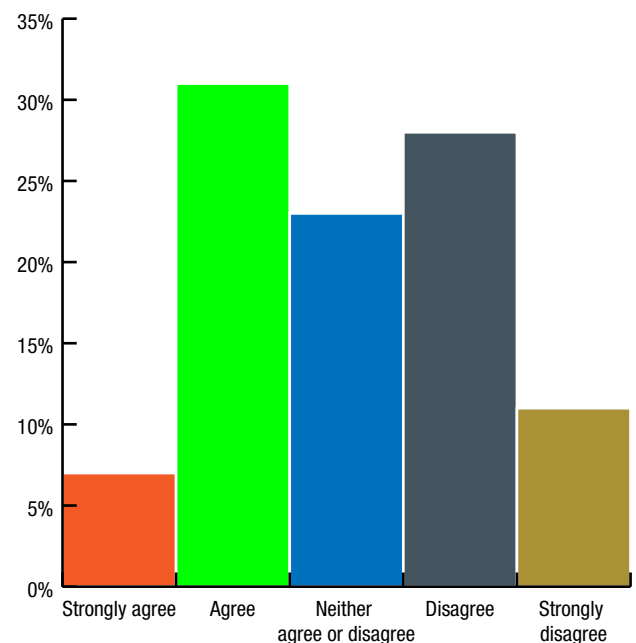
Collaborative partnership: Being a collaborative partner is an important objective for Caltrans. Forty percent of Caltrans' stakeholders either agree or strongly agree that the department is a collaborative partner. The neutral response was at 28 percent with the unfavorable responses at 32 percent.

Not all figures totaled 100 percent due to rounding.

[External Stakeholder complete survey and data.](#)

Source: 2015 Stakeholders Survey, Administration Program  
Contributors: Tammy Roberts, Gloria Roberts, Pete Spaulding, Roy Fleshman

*Caltrans' staff has provided timely responses over the past year.*



*Based on your overall experience with Caltrans, Caltrans is a collaborative partner.*

